

**QUESTION BANK FOR SELECTION OF COMMERCIAL CLERKS UNDER A.C.P**  
**SCHEME IN GRADE Rs. 2000/- (RPS)**

(5200-2020)

**Descriptive Questions:**

1. What are the various classes of accommodation available on Indian Railways?
2. Briefly explain :
  - a) Free Allowance,
  - b) Marginal Allowance,
  - c) Reservation Fee,
  - d) Supplementary Charges
3. Write short notes on the following concessions:
  - A. Senior Citizens
  - B. Orthopaedically Handicapped
  - C. Deaf and Dumb
4. What are the articles not accepted as luggage? Write the general rules for booking of luggage.
5. What are the various returns submitted by stations as per scheduled dates?
6. Specify the scheduled dates for collection of Goods Invoices (Accounts foils), at goods booking stations.
7. What are the enclosures attached to Balance sheet?
8. Describe the procedure of maintenance and distribution of LRAs, TRCs, SORCs, Hqrs Commercial Circulars and Divisional commercial circulars at stations.
9. Write briefly about the functions of Commercial Department?
10. What are different journey tickets available on Indian Railways? Write in detail any two of them?
11. Write short notes on
  - a) UTS
  - b) SPTM
  - c) PRS
12. What is Public Relation ? What is the importance of Public Relations to Indian Railways.
13. Write general rules regarding Reservation of tickets on Indian Railways.
14. What is a paper ticket? Write in brief the various paper tickets issued at stations.

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## OBJECTIVE TYPE QUESTIONS.

### Multiple Choice Questions

1. Head of Public complaints at Zonal level is  
[ b ]      [a] Sr. DOM      [b] AGM      [c] DRM      [d] COM
2. General Managers of Zonal Railways are provided with \_\_\_ metal pass  
[ a ]      [a] Gold      [b] Silver      [c] Bronze      [d] Platinum
3. Minimum distance for charge in sleeper class  
[ d ]      [a] 15 kms      [b] 100 kms      [c] 150 kms      [d] 200 kms
4. When a check soldier ticket is issued, charges are  
[ a ]      [a] Debited to defence department      [b] Collected in cash  
            [c] Debited to Railways      [d] Debited to State Government.
5. Fare for season ticket is rounded off to  
[ c ]      [a] Next higher rupee      [b] Nearest rupee  
            [c] Next higher 5 rupees      [d] None of these
6. Identity card issued along with season ticket is valid for  
[ c ]      [a] 1 year      [b] 2 years      [c] Five years      [d] 7 years
7. Indrail pass ticket holders are exempted from payment of  
[ a ]      [a] Reservation charges      [b] Supplementary charges  
            [c] Meals charges      [d] All
8. The requisition portion of HOR retained at station is treated as  
[ a ]      [a] Cash voucher      [b] Traveling authority      [c] Special credit letter  
            [d] None of these
9. G.C. is issued in the form No.  
[   ]      [a] 161B      [b] 163B      [c] 164B      [d] 162B
10. When a ticket is reserved upto destination of 700 Kms distance, B/J before destination is  
[ c ]      [a] Allowed      [b] Not allowed  
            [c] Permitted once only      [d] Permitted twice only.
11. Registration-cum-security deposit per coach is  
[ b ]      [a] Rs. 1000/-      [b] Rs. 10,000/-  
            [c] Rs. 5,000/-      [d] Rs. 15,000/-
12. Names to the extant of \_\_\_ may be permitted to be changed upto the departure of the train, in case of special coach.  
[ a ]      [a] 10%      [b] 5%      [c] 20%      [d] None of these
13. Concession fare shall be calculated on  
[ c ]      [a] Total fare      [b] Reservation charges  
            [c] Mail/Express basic fare      [d] Ordinary basic fare



- 27. Person found transferring his reserved ticket with business motive should be prosecuted as per section \_\_\_\_\_ of Railway Act 1989.  
 [ | [a] 141 [b] 143 [c] 142 [d] 144 ]
- 28. Luggage ticket is prepared in  
 [ b | [a] 2 foils [b] 3 foils [c] 4 foils [d] 5 foils ]
- 29. Un-booked luggage exceeding FA & MA, the excess weight beyond free allowance when detected in express train is charged at  
 [ | [a] R scale [b] 6 times R scale [c] 3 times R scale [d] None ]
- 30. Maximum permissible luggage in AC chair car is  
 [ | [a] 80 kg [b] 70 kg [c] 50 kg [d] 40 kg ]

**Fill in the Blanks**

- 31. On a computer ticket PNR stands for PASSENGER NAME RECORD
- 32. Platform tickets are valid for TWO hours.
- 33. If G.C. is granted, party has to pay FARE only.
- 34. I.V.R.S. stands for INTERACTIVE VOICE RESPONSE SYSTEM
- 35. N.T.E.S. stands for NATIONAL TRAINS ENQUIRY SYSTEM
- 36. For charging luggage/parcels on measurement,            cubic decimeters or part are taken as equal to 4 kgs.
- 37. Minimum luggage charge is Rs. 30
- 38. To book a dog in brake van, Forwarding note is to be executed by the owner.
- 39. Out of 3 parts of C.R. note, TWO parts are to be filled by the station staff.
- 40. The obsolete, damaged printed card tickets are sent to FA&CAO Office through RECALLED indent.
- 41. Scheduled date for submission of Coaching Balance sheet by station is SEVENTH of the following month.
- 42. Scheduled date for submission of Goods Balance sheet by station is 22nd of the following month.
- 43. Error sheets are prepared in FOUR copies.
- 44. ADRM is the head of public complaints at Divisional Level.
- 45. A public complaint is made in THREE copies.
- 46. The Local Blank Paper Ticket (BPTs) are PINK coloured books.

as Fare Ticket (EFTs) are WHITE coloured books. 187

languages mandatory on IInd class unreserved printed card tickets  
FREE \_\_\_\_\_

computerised reservation ticket PNR stands for Passenger Name

booking staff will issue \_\_\_\_\_ tickets only.

mittance Note has one \_\_\_\_\_, \_\_\_\_\_ & \_\_\_\_\_

\_\_\_\_\_ are deputed at cash office from Commercial department to  
the interest of the station staff.

slips are issued by \_\_\_\_\_

ds for \_\_\_\_\_

nds for \_\_\_\_\_

ds for \_\_\_\_\_

stands for \_\_\_\_\_

ds for \_\_\_\_\_

ds for \_\_\_\_\_

stands for \_\_\_\_\_

nds for \_\_\_\_\_

ds for \_\_\_\_\_

nds for \_\_\_\_\_

nds for \_\_\_\_\_

\_\_\_\_\_ (Nos) stations over Waltair division.

ds for \_\_\_\_\_

nds for \_\_\_\_\_

ds for \_\_\_\_\_

ds for \_\_\_\_\_

\_\_\_\_\_ Railway has \_\_\_\_\_ divisions.

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72. Name of CCM/ECOR is \_\_\_\_\_
73. Name of DRM/WAT is \_\_\_\_\_
74. Name of Minister for Railways is \_\_\_\_\_
75. Name of MOSR (B) is \_\_\_\_\_

**De-code the following station names**

76. DNV -
77. KMX -
78. BLMK -
79. DMNJ -
80. KBJ -
81. TIG -
82. PUI -
83. KUR -
84. CTC -
85. BGBR -
86. MNDH -
87. DVD -

**Write the Station codes of the following stations:**

88. Komatipalli -
89. Kesinga -
90. Sambalpur -
91. Talcher -
92. Bachel -
93. Kharagpur -
94. Hatia -
95. Jharsuguda -
96. Koraput -
97. Brahmapur -
98. Icchapuram -
99. Naupada Jn. -
100. Rayagada -

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**KEY FOR OBJECTIVE TYPE QUESTIONS**

1. AGM
2. GOLD
3. 200KMS.
4. A.
5. B.
6. A.
7. C
8. A

- 9.
- 10.A.
- 11.D.
- 12.A.
- 13.D.
- 14.A.
- 15.A
- 16.C
- 17.B
- 18.B
- 19.A
- 20.C
- 21.C
- 22.B
- 23.C
- 24.A
- 25.C
- 26.
- 27.
- 28.B
- 29.B
- 30.
- 31.
- 32.
- 33.
- 34.
- 35.
- 36.
- 37.
- 38.
- 39.
- 40.
- 41.
- 42.
- 43.
- 44.
- 45.
- 46.
- 47.
- 48.
- 49.
- 50. EXCESS FARE
- 51. RECORD FOIL, CASHIER FOIL, ACKNOWLEDGEMENT FOIL
- 52. STAFF
- 53. CCM(RATES)
- 54. FREIGHT OPERATION INFORMATION SYSTEM
- 55. PASSENGER OPERATED ENQUIRY TERMINAL
- 56. INTERACTIVE VOICE RESPONSIVE SYSTEM
- 57. CONTAINER CORPORATION OF INDIA
- 58. INDIAN RAILWAY CONFERENCE ASSOCIATION
- 59. CHIEF COMMERCIAL MANAGER
- 60. CHIEF COMMERCIAL MANAGER (PASSENGER SERVICES)

61. CHIEF PASSENGER TRAFFIC MANAGER
62. ADDITIONAL GENERAL MANAGER
63. NATIONAL TRAIN ENQUIRY SYSTEM
64. WAGON DEMAND REGISTRATION FEES
65. 104
66. MEDICAL RELIEF VAN
67. INDAIN RAILWAY CATERING AND TOURISM CORPORATION
68. CENTRE FOR RAILWAY INFORMATION SYSTEM
69. COMMISSIONER FOR RAILWAY SAFETY
70. THREE
- 71.
72. SRI A.K.PATTNAIK
73. INDRA GHOSH
74. SHRI LALU PRSAD YADAV
75. Shri.R. VELU
- 76.
- 77.
- 78.
- 79.
- 80.
- 81.
- 82.
83. SEVENTH
84. TWENTY SECOND
85. THREE
86. ADRM
87. THREE
88. PINK
89. WHITE
90. THREE
91. PASSENGER NAME RECORD
92. EXCESS FARE
93. RECORD, CASH OFFICE & ACKNOWLEDGEMENT
94. TRAFFIC CASH WITNESS
95. IRCA
96. FREIGHT OPERATIONS INFORMATION SYSTEM
97. PASSENGER OPERATED ENQUIRY TERMINAL
98. INTERACTIVE VOICE RESPONSE SYSTEM.
99. CONTAINER CORPORATION
100. INDIAN RAILWAY CONFERENCE ASSOCIATION
101. CHIEF COMMERCIAL MANAGER
102. CHIEF COMMERCIAL MANAGER (PASSENGER SERVICES)
103. CHIEF PASSENGER TRAFFIC MANAGER
104. ADDITIONAL GENERAL MANAGER
105. NATIONAL TRAINS ENQUIRY TERMINAL
106. WAGON DEMAND REGISTRATION FEE
107. 94
108. MEDICAL RELIEF VAN
109. INDIAN RAILWAY CATERING AND TOURISM CORPORATION.
110. CENTRE FOR RAILWAY INFORMATION SYSTEM
111. COMMISSIONER RAILWAY SAFETY
112. SIX

113. NANDED & GUNTUR  
114. Shri.BRAJ MOHAN  
115. Shri.RAJIV VISHNOI  
116. Shri. LALU PRASAD YADAV  
117. Shri.R. VELU  
118. DONKINAVALASA  
119. KOMATIPALLI  
120. BALUMASKA  
121. DAMANJODI  
122. KANTABANJI  
123. TITILAGARH  
124. PURI  
125. KHURDA RAOD  
126. CUTTACK  
127. BAGBAHRA  
128. MANDIRASUAD  
129. DUVVADA  
130. KBM  
131. KSNG  
132. SBP  
133. TLHR  
134. BCHL  
135. KGP  
136. HTE  
137. JSG  
138. KRPU  
139. BAM  
140. ICM  
141. NWP  
142. RGDA

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**Answers for Descriptive questions:**

1. What are the various returns submitted by stations as per scheduled dates?

Ans: There are two types of returns submitted by stations as per scheduled dates.

**I. Coaching returns: ( to be submitted on 7 th of every month)**

The following returns are enclosed by the stations

1. Balance sheet
2. Out standing lists in duplicate (Accounts and Sr.DCMs office copy)
3. BPT return with accounts foils - Local and Foreign separately
4. EFT return with accounts foils - Local and Foreign separately
5. Special tickets return with accounts foils- Local and Foreign separately.
6. Military traffic returns.
7. Local Passenger classification
8. Foreign Passenger classification.
9. Season tickets returns.
10. Concession statement with concession orders Local and Foreign.
11. Local paid parcels with accounts foils ( to be submitted on 6th of every month)
12. Foreign paid parcels with accounts foils ( to be submitted on 6th of every month)
13. Luggage returns Local and Foreign separately
14. HCD returns Local and Foreign Separately.
15. Cloak Room returns with party's foils.
16. Statement of Miscellaneous earnings.
17. Statement of sundry returns.
18. TCs and TTEs returns.
19. Particulars of Error sheets accountal.
20. Particulars of credit letters with statement.

**II. Goods returns: ( to be submitted on 21st of every month)**

The following returns are enclosed by the stations

1. Local paid invoices with returns.
2. Foreign paid invoices with returns.
3. Local MPAs
4. Foreign MPAs.
5. Statement of Demurrage Charges
6. Statement of Wharfage charges
7. Returns of Wagon demand registration fees and refunds.
8. Accountal of Error sheets.
9. Accountal of Credit letters.
10. Goods Balance sheet.
11. Outstanding list.

2. Specify the scheduled dates for collection of Goods Invoices (Accounts foils), at goods booking stations.

Ans:

S.No.	Scheduled dates for collection during every month	Description of returns
1.	2,7,12,17,22 and 27th	Goods invoices ( Accounts foil) from Goods booking station
2.	2,12 and 22nd	Gross earning statement SN-2 from all stations.
3.	7th	Coaching balance sheet with connected returns.
4.	22nd	Goods Balance sheet and returns with statements.

3. What is advance statement of Gross earnings? When it is being submitted stations? What are the entries made on advance gross earnings statement?

Ans: Advance statement of Gross earnings S.N.2 statements are being submitted periodically by stations on 2nd, 12th and 22nd of every month.

Number of tickets issued, class wise for the particular period with corresponding period of previous year will be shown in the statement.

Other coaching traffic such as parcels, Luggage, HCD, Cloak room, Ticket checking, Under charges, Miscellaneous earnings

Sundry earnings are also shown separately with corresponding period of previous year.

Commodity wise loading and earnings of the stations will be shown separately with corresponding period of the previous year.

4. What are the enclosures attached to the Coaching Balance sheet?

Ans: The following documents are to be attached to the coaching balance sheet.

1. Passenger classification ( Local and Foreign)
2. Outstanding list ( 2 Copies )
3. BPT returns with Accounts foils ( Local and Foreign)
4. EFT returns with Accounts foils ( Local and Foreign)
5. Special Tickets return with accounts foils ( Local and Foreign)
6. Military traffic ( Local and Foreign)
7. Statement of concessions with concession forms.
8. Paid Parcels with Accounts foils ( local and Foreign)
9. Luggage returns with accounts foils ( Local and Foreign)
10. HCD returns with accounts foils ( Local and Foreign)
11. Cloak room returns along with ticket.
12. Statement of sundry earnings
13. TCs and TTEs returns
14. Error sheets accounted.
15. Credit letters.

5. What is the procedure for distribution of Error sheets?

Ans: Error sheets will be received by Senior DCM's office from accounts office, in triplicate. One copy is retained in the office and two copies are sent to stations through commercial couriers. The stations on receipt of the Error sheets, after, send one copy along with balance sheet and keep one copy as record.

6. Describe the procedure of maintenance and distribution of LRAs, TRCs, SORCs, Hqrs Commercial Circulars and Divisional commercial circulars at stations.

Ans: LRAs refers to Local Rate advices  
TRCs refers to through rate circulars.  
SORCs refers to Summary of other railway circulars.

Commercial couriers should collect the above LRAs, TRCs, SORCs, Commercial Circulars issued by CCM, from the headquarters and Divisional circulars issued by Sr.DCM from Divisional office and distribute the same to stations under clear acknowledgement from stations. These documents will be serially numbered. The stations are supposed to file them in order and the supervisors should obtain acknowledgement from the staff working under their control.

7. Name some of the Commercial Manuals and Tariff that are maintained at stations and methods of handing over correction slips to various rule books.

Ans: Commercial Manuals and Tariff that are maintained at stations are

10. IRCA Commercial Manual Vol .I
11. IRCA Commercial Manual Vol. II
12. IRCA Coaching Tariff Vol. I
13. IRCA Coaching Tariff Vol. II
14. IRCA Coaching Tariff No.25 Part II (Passenger Fare Table)
15. IRCA Coaching Tariff No.25 Part III (Parcel Rate Tables)
16. IRCA Military Tariff
17. IRCA Red Tariff
18. IRCA Alphabetical List of stations.

Correction slips are being issued from time to time by Railway board for the manuals, tariffs and other rule books. These correction slips are to be collected from the Headquarters and commercial couriers have to distribute to stations under clear acknowledgement. The stations have to make necessary corrections in the manuals / tariffs for correct charging and for correct procedure.

8. If a circular is given to a courier, what is the procedure to be adopted for handing over the same to the stations.

Ans: When a Circular is received by a courier, entries are to be made in the concerned register maintained at Office with reference number of the letter, subject , date of issue, number of copies received etc. Later the required number of circulars are distributed among section couriers as per the requirement at stations. The section courier hands over circulars to the station staff duly obtaining acknowledgment to that effect and in turn submit the same at office.

9. What are the duties of a Commercial Courier?

Ans: Commercial courier is the person who is responsible for handing over all relevant circulars, LRAs, TRCs, SORCs, Hqrs Commercial circulars, Divisional Commercial circulars, correction slips, Tariffs, Manuals and other documents broadly entrusted for circulation at all station covering the entire division duly obtaining acknowledgement from station staff and maintain record of the same. On return direction he is responsible for collection of commercial returns, letters and all correspondences from stations required at the divisional/Headquarters office.

10. Describe the method of collection of accounts foils from stations and handing over to Accounts Branch

Ans: At the close of the period/Month , commercial staff at stations prepare periodical returns duly detaching accounts foils and enclosing the same with the returns which is handed over to the commercial courier who in turn hands over the same in the traffic accounts on a regular basis. The commercial courier is personally responsible for the safe custody of the accounts foil till the same is handed over to the accounts office.